

SLA Service Level Agreements

Holland Mechanics

Maximize uptime. Reduce risk. Keep production running.

Holland Mechanics Service Level Agreements are designed to keep your production running at maximum reliability. With predictable monthly costs, priority support, and preventive maintenance, you stay in control of performance, planning, and budget.

Our SLA programs help minimize downtime, extend machine lifetime, and ensure fast access to technical expertise whenever you need it.

Why choose an SLA?

BASIC discounted fee's	ADVANCED greatly discounted fee's	PREMIUM Premium discounted fee's
€250/month	€500/month	€1000/month
24M warranty ✓	30M warranty +	36M warranty +
3% Discount on parts & service kits ✓	5% Discount on parts & service kits +	10% Discount on parts & service kits +
No administration fee ✓	No administration + handing fee +	No administration + handing fee ✓
Access Knowledge base ✓	Access Knowledge base ✓	Access Knowledge base ✓
4h Free remote service included ✓	8h Free remote service included +	15h Free remote service included +
50% discount software updates ✓	Free software updates +	Free software updates ✓
Discount travel hours ✓	Discount travel hours ✓	Discount travel hours ✓
Priority remote service ✓	Priority remote service ✓	Priority remote service ✓
	Priority with planning +	Priority with planning ✓
	Discount speed service +	Discount speed service ✓
	Fixed price and date for preventive maintenance +	Fixed price and date for preventive maintenance ✓
		Free wheel consultancy +

The real cost of downtime

Unexpected machine downtime often costs significantly more than the monthly investment in an SLA.

Downtime may result in:

- Production loss
- Idle operators
- Delivery delays
- Overtime costs
- Urgent spare parts

Even a few hours of unplanned downtime can easily exceed €1,000 – €5,000+.

For most production environments, preventing just one major downtime event per year already justifies investment.

Below is a detailed overview of our Service Level Agreements, outlining service rates, included support hours, response conditions, maintenance structure, and contractual benefits per level — providing full clarity beyond the summary overview.

For questions, tailored arrangements, or contract activation, please contact our Holland Mechanics Service Department or email us directly at: sbakker@hollandmechanics.com

Service Level Agreements

SLA Levels	No contract	Basic - €250/month	Advanced €500/month	Premium €1000/month
Remote service - (minimum of 30 minutes cost €47,50 per ticket)	Standard Machine €95,00 p/h High-End €120,00 p/h	4 hours per month included, after €95,00 p/h or €120,00 p/h	8 hours per month included, after €95,00 p/h or €120,00 p/h	15 hours per month included, after €95,00 p/h or €120,00 p/h
Service on location - Standard machines	€95,00 p/h	€95,00 p/h	€95,00 p/h	€95,00 p/h
Service on location - High end machines (CN-Carbon+DE, OT, NG,DF,MIL,DM,CT,ANT)	€120,00 p/h	€120,00 p/h	€120,00 p/h	€120,00 p/h
Speed service on location within 48 hours travel and service hours x 150%	Standard: €142,50 p/h, High end: €180,00 p/h	Standard: €142,50 p/h, High end: €180,00 p/h	Standard: €95,00 p/h, High end: €120 p/h	Standard: €95,00 p/h, High end: €120 p/h
Training hours	Standard: €95,00 p/h, High end: €120 p/h	Standard: €95,00 p/h, High end: €120 p/h	Standard: €95,00 p/h, High end: €120 p/h	Standard: €95,00 p/h, High end: €120 p/h
Travel hours	Standard: €95,00 p/h, High end: €120 p/h	Standard: €77,50 p/h, High end: €100,00 p/h	Standard: €77,50 p/h, High end: €100,00 p/h	€77,50 p/h
Kilometer cost	€0,70 p/km	€0,70 p/km	€0,70 p/km	€0,70 p/km
Hotel/Flight ticket /Rental car	actual cost + handling fee of 7.5%	actual cost + handling fee of 7.5%	Actual cost (no handling fee)	Actual cost (no handling fee)
Software updates	cost based	50% cost based	included	included
Administration cost ticketing	€7,50 per ticket Prepare service visit €47,50 After care service visit €23,75	included	included	included
Wheel consultancy	€120 p/h	€95 p/h	redeemable with remote service or otherwise €95 p/h	included
Webshop access	on request	included	included	included
Knowledge Base	No acces	included	included	included
Guarantee on new machines (exclusive tear and wear products)	12 months	24 months	30 months	36 months
Daily cost visit	€100,00 each day	€100,00 each day	€100,00 each day	€100,00 each day
Priority with planning	no	no	yes	yes
Discount on parts and service kits	no	3%	5%	10%
Fixed price maintenance for all the machines	no	no	included	included
Year contract	actual cost	€2910,00 (3% - €90,00 discount)	€5820,00 (3% - €180,00 discount)	€11640,00 (3% - €360,00 discount)